

Chapter 4: Running the test application

Northern Telecom (Nortel) supplies a test application with your new system. Check the system with the test application to verify that your system is fully functional.

This application is called `testivr.vpf`, and it is found in the `/u/ivr/apps` directory.



ATTENTION!

If you are also installing Meridian IVR with the fax option, you will use a test application called `faxtest.vpf` to test the fax feature. Procedures for doing this are described in the *Meridian IVR Fax Application Guide* (NTP 555-9001-350).

How it works

To make sure that your installation is functional, you will run the test application and confirm that all calls receive IVR treatment on all configured Meridian IVR logical channels.

The procedures for doing this are the following:

- 1 Access Meridian IVR.
- 2 Start Meridian IVR.
- 3 Load the test application.
- 4 Assign channels.
- 5 Start the application.

- 6 Call the test application.
- 7 Stop the test application.
- 8 Unload the test application.
- 9 Exit Application Management.
- 10 Log out of Meridian IVR.

Access Meridian IVR

Whenever you boot or reset the Application Processor, the system automatically downloads the appropriate display settings to the Application Processor to support Meridian IVR and displays the SCO login window.

The Application Processor must have been booted initially for the login window to appear. If it is not displayed, please refer to “Restarting with the new configuration” on page 3-38.

Figure 4-1 shows the Meridian IVR login window after the Meridian IVR system has been powered up.

Figure 4-1
Login window



It is assumed that Meridian IVR has been installed and booted. Once the Meridian IVR system configuration has been performed and the system booted, the Meridian IVR software starts running in the background.

Procedure 4-1
Logging into the Meridian IVR system

- 1** To log into the system, type **admin** at the Login prompt and press <Enter>.
- 2** Type **admin1**, and press <Enter>.

You are now logged in to the system. The Meridian IVR GUI interface is displayed.

The Meridian IVR GUI interface displays a series of smaller “windows”. The Meridian IVR main menu, shown below, is the interface used to create, run, and manage Meridian IVR applications. If you do not know what the icons mean, refer to the *Meridian IVR System Administration Guide* (NTP 555-9001-300) for an explanation.

Figure 4-2
Meridian IVR main menu



Starting Meridian IVR

When you log on to the Meridian IVR system, Meridian IVR should already be running. If it is not, you need to execute the following start-up routine:

Procedure 4-2 **Starting Meridian IVR**

- 1 Position the cursor on the backdrop (not a window). Using the right mouse button, select MIVR start.

After a few minutes, from the Meridian IVR console window, the system displays the message:

Status: Meridian IVR/I startup complete

Starting the system monitor

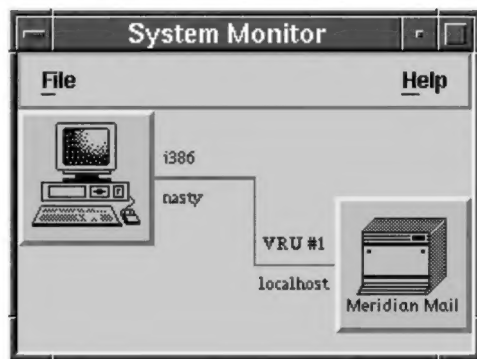
The system monitor will start successfully only if the system configuration has been performed, the Node Type has been set to Meridian, and the Meridian IVR system has been restarted.

Procedure 4-3 **Starting the system monitor**

- 1 Access the System Administration pull-down menu by pointing and clicking the left mouse button on the server icon on the Meridian IVR main menu.

The following figure shows the system monitor, and the system monitor fields are defined below.

Figure 4-3
System monitor



Menu bar Contains File and Help (Meridian IVR release) information

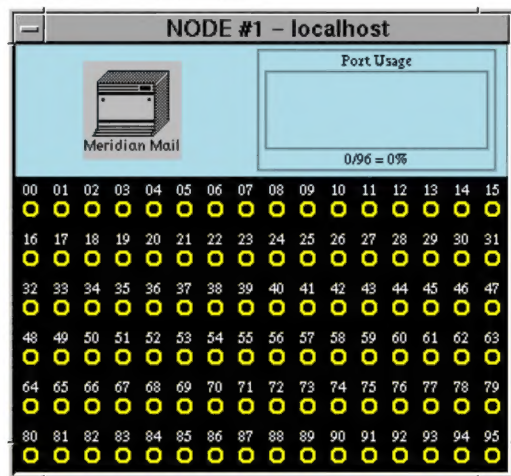
Application Processor Represents the Meridian IVR Application Processor

Node identifier Identifies the node by ID number and name. The system monitor figure specifies that the Meridian IVR system includes a node designated as "VRU#1" and named "localhost".

Node toggle button Press this button once to display a pop-up window graphically showing the activity on the node's voice channels in real time. The status lights indicate whether a channel is idle, active or unavailable for incoming calls (Figure 4-4). Pressing the toggle button again closes the pop-up window.

- 2 Click on the node toggle button. This opens the Node Port Usage window, shown below.

Figure 4-4
System monitor node status



The node pop-up window displays channel activity from which you can monitor activity on each of the node's voice channels.

Node icon Identifies the node type. In Figure 4-4, the node is a Meridian Mail system.

Channel board Displays icons that simulate a board of lights indicating the current status of each voice channel on the node

No light Designates an unavailable channel; the channel is either inactive or not configured in the system. Clicking on it will show the channel as busied out. Unconfigured will show it as unavailable.

Yellow ring The yellow ring indicates that an application has been started on the channel and is available to accept an inbound call (idle inbound).

Grey ring The grey ring indicates that the channel is reserved for outbound applications (idle outbound).

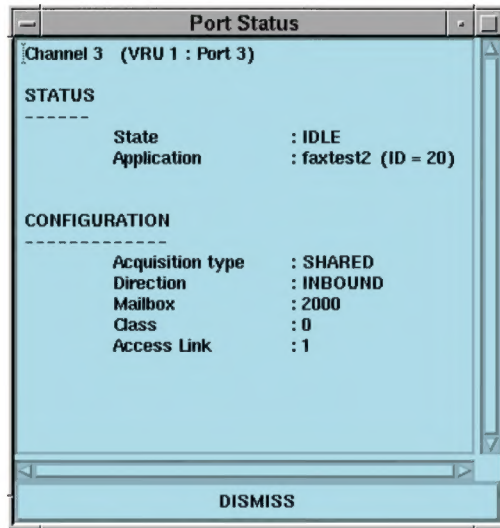
Active light Indicates that the channel is actively processing a call. An active inbound icon is shown by a solid yellow circle (active inbound) and an active outbound, by a gray ring with yellow center (active outbound).

Busied out light Logical channels are busied out if they are configured but are not currently set to run against an application, or if the application has been stopped, or if the ACCESS link has not come up. Solid gray indicates busied out (no applications).

As you view the node pop-up window, the lights displayed will change to reflect the activity on the node. You can also view more detailed information about a specific logical channel including which cell is executing in an application.

Use the left mouse button to click on the logical channel you want to view and the system monitor will display the Port Status pop-up window (Figure 4-5). The port status is updated only when you click on the port.

Figure 4-5
Port Status pop-up window



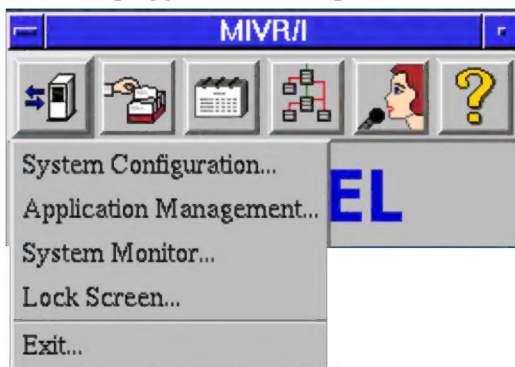
Note: This window is not dynamic. It is updated whenever you click on the port. (The window can be moved, allowing you to view both port status and channel board simultaneously.)

- 3 Use the left mouse button to close the Port Status window by clicking on the DISMISS bar. To exit the node pop-up window, click the left mouse button on the node toggle button.

Loading an application

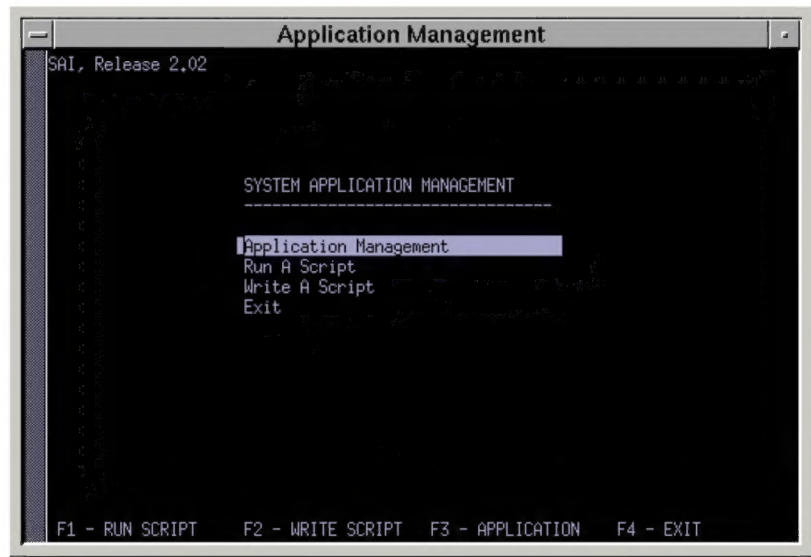
Open the Application Management menu by selecting the Application Management option from the System Administration menu. Meridian IVR displays the Application Management menu, as illustrated in Figure 4-7.

Figure 4-6
Accessing Application Management window



Note: The system monitor will start successfully only if the system configuration has been performed, the Node Type has been set to MERIDIAN, and the Meridian IVR system has been restarted.

Figure 4-7
Application Management menu



Use the arrow keys to move the cursor. The keys work as follows:

<Up Arrow> Moves the cursor up one line.

<Down Arrow> Moves the cursor down one line.

When you press <Enter>, the highlighted item at the cursor will be selected. Function keys can also be used as a shortcut for selecting some menu items. For example:

<F3> selects Application Management

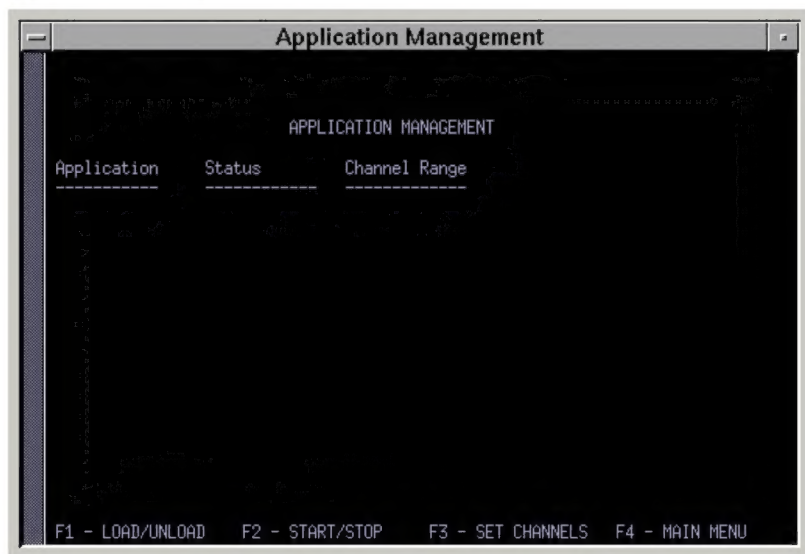
<F4> selects Exit

After loading the test application, you will need to set one or more channels on which the application will run. An application cannot process telephone calls until it has been assigned to a channel and started.

Procedure 4-4
Loading an application

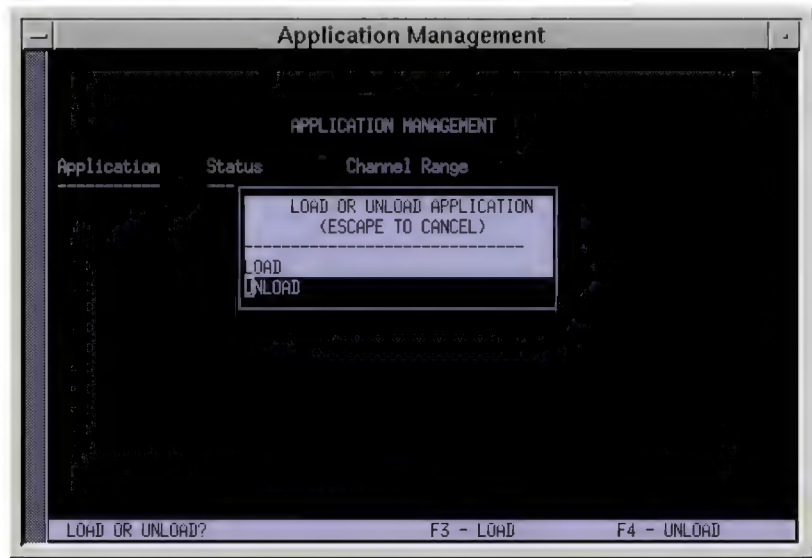
- 1 From the Meridian IVR Application Management menu, press <F3> for Application or move the cursor to Application Management and press <Enter>. You then see the Application Management window, as shown in Figure 4-8.

Figure 4-8
Application Management window



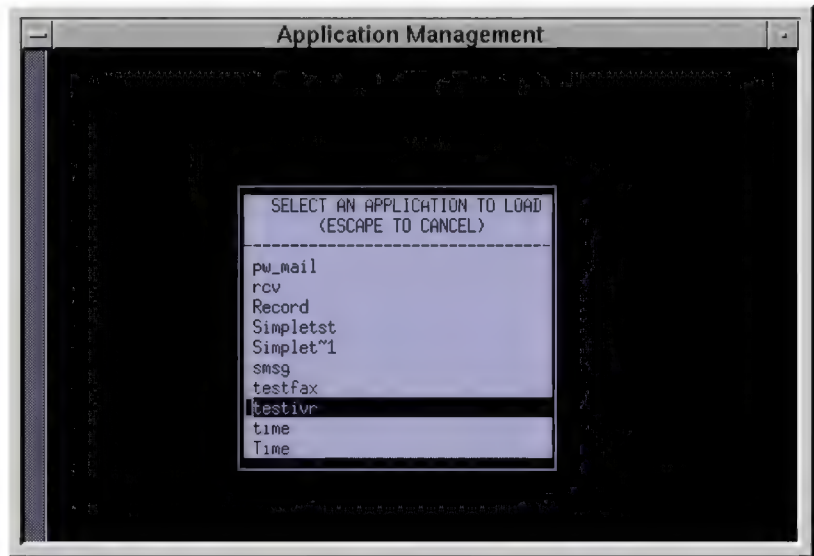
- 2 Press <F1> for Load/Unload. You then see the pop-up menu shown in Figure 4-9.

Figure 4-9
Load or unload application pop-up menu



- 3 Press <F3>, or move the cursor to Load and press <Enter>.
- 4 The system displays the pop-up menu shown in Figure 4-10, revealing a list of all applications in the apps subdirectory.

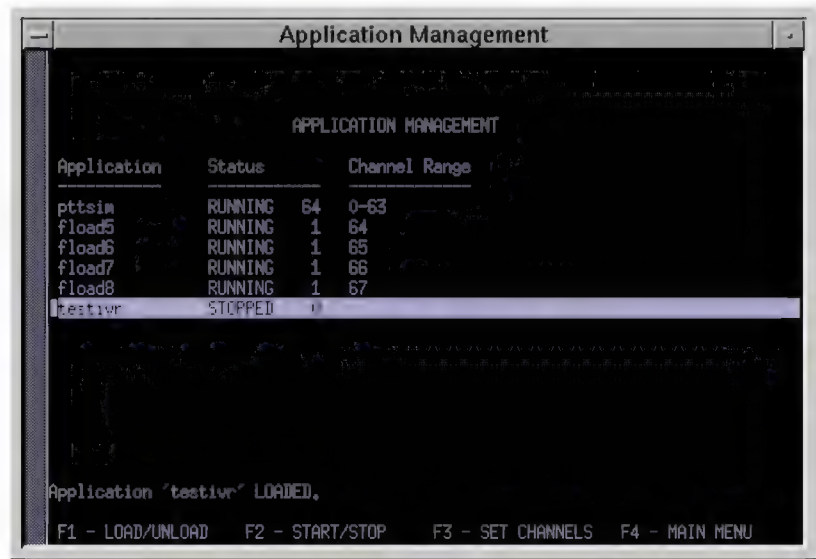
Figure 4-10
Select an application to load pop-up menu



- 5 Move the cursor so that it highlights the test application called testivr, and then press <Enter>.

The Application Management window reappears. Refer to Figure 4-11. The word STOPPED appears in the Status column to signify that the application is stopped. After the word STOPPED, the number 0 is displayed to indicate that the application logical channels have not been assigned a range of channels on which to run.

Figure 4-11
Loaded application



- 6 The following message appears:
 Application 'testivr' LOADED.

Assigning channels

Once the test application has been loaded, you can assign the application to one or more channels

Procedure 4-5 Assigning channels to an application

- 1 Press <F3> for Set Channels. You will see the following prompt:
 Enter The Channel Range:

- 2 Type a channel range and press <Enter>.



ATTENTION!

Entering nothing sets the channel range to NONE.

You will not be explicitly prompted to enter a value in the channel range field. If no value is entered then no channels will be assigned to the application.

For example, in Figure 4-12 the channel range that has been selected is 11-17.

- 3 The channels you choose appear in the Channel Range column of the Application Management window. Notice that the Status column still displays STOPPED to indicate that the application is not running on any channels yet.

Figure 4-12
Application assigned to channels

The screenshot shows a window titled "Application Management" with a table of applications. The table has three columns: "Application", "Status", and "Channel Range". The "test1ur" application is highlighted with a blue background and shows a status of "STOPPED" and a channel range of "11-17".

Application	Status	Channel Range
ptts1a	RUNNING	46 18-63
fload5	RUNNING	1 64
fload6	RUNNING	1 65
fload7	RUNNING	1 66
fload8	RUNNING	1 67
test1ur	STOPPED	1 11-17

At the bottom of the window, there are four function key prompts: F1 - LOAD/UNLOAD, F2 - START/STOP, F3 - SET CHANNELS, and F4 - MAIN MENU.

Starting the application

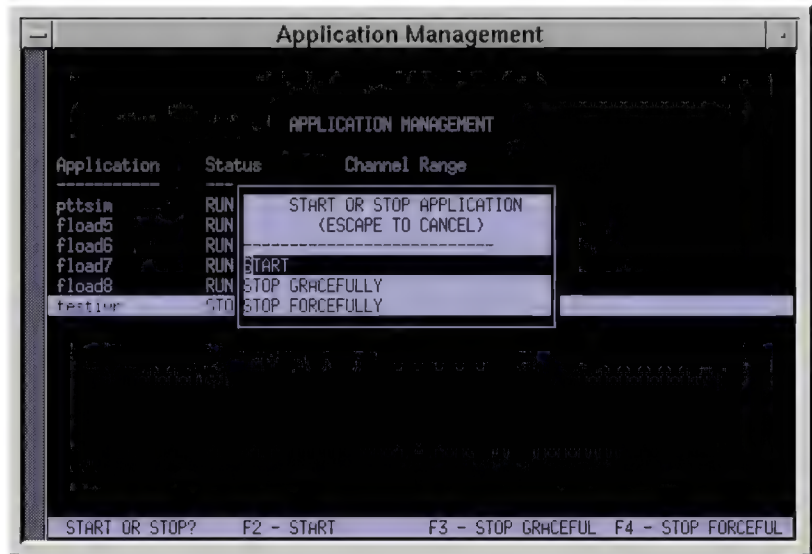
After you load the application and assign it to channels, you can start it.

Procedure 4-6 Starting the application

- 1 If you have not already loaded the application, follow Procedure 4-5 on page 4-13 to load it.
- 2 Highlight the name of the application you want to start, then press <F2>.

The Start or Stop Application pop-up menu appears as shown in Figure 4-13.

Figure 4-13
Start or Stop Application pop-up menu



- 3 When you select <F2> for START, the Status column of the application's status changes from stopped to started.

The System Monitor channel board displays yellow rings for all of the Meridian IVR channels that were configured.

Placing a call to the test application

Procedure 4-7 Testing the application

- 1 Place a call to the Meridian IVR DN that was configured.

The System Monitor VRU #1 window displays a solid yellow circle to indicate that the call went through on that channel.

You will then hear the IVR test application greeting: "Welcome to IVR test applications".
- 2 Press 1 for English prompts or 2 for French prompts.
- 3 Press 1 to hear the system time.

Meridian IVR will say the current system time:

"Three forty-seven p.m.".
- 4 Press 1 to go to the previous menu and perform more tests, or press 2 to end the call.
- 5 Call every channel and repeat the same procedure.

If your test is successful, your system is now ready to be configured for the customer requirement. If not, refer to the *Meridian IVR Maintenance and Diagnostics Guide* (NTP 555-9001-500) for troubleshooting procedures.

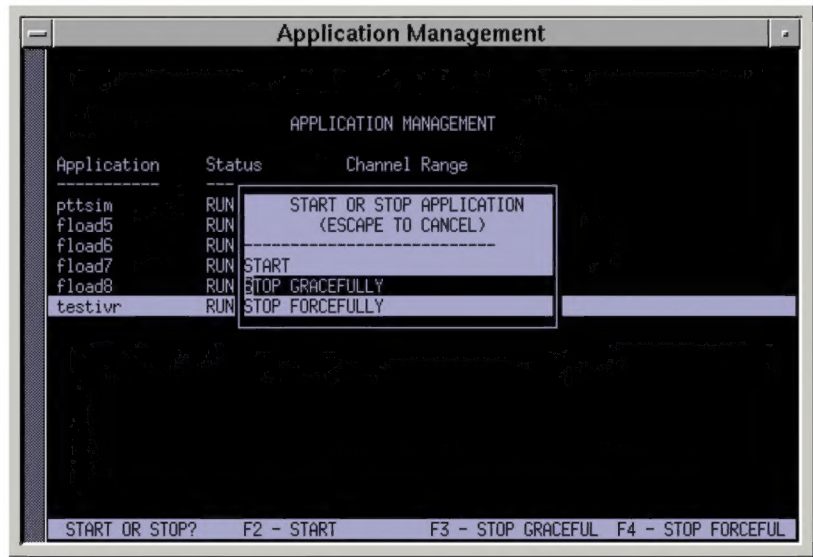
Stopping the test application

Now that you have successfully verified your installation, you can stop the application and exit the Application management menu window.

Procedure 4-8 Stopping the application

- 1 From the Meridian IVR Application Management menu, press <F3> for Application, or move the cursor to Application Management and press <Enter> to display the Application Management window.
- 2 Move the cursor until you highlight the test application. Press <F2> to display the Start or Stop Application pop-up menu (Figure 4-14).

Figure 4-14
Start or Stop Application menu



- 3 Press <F3> for STOP GRACEFULLY.

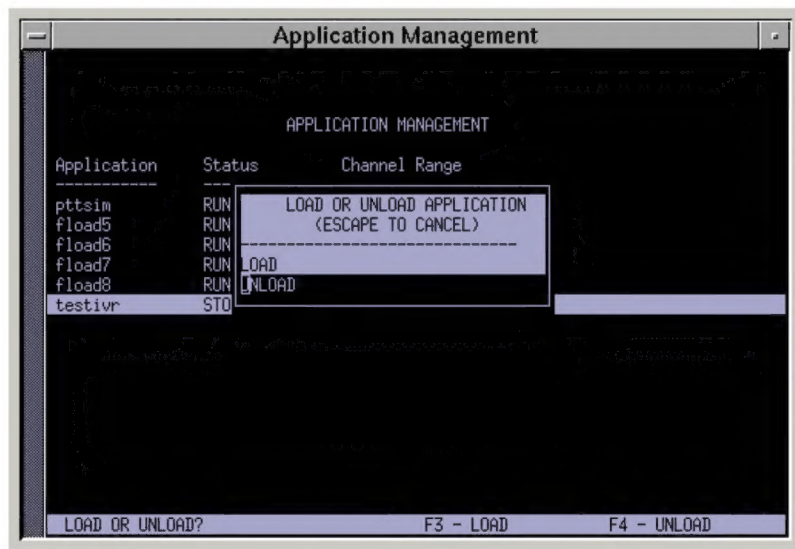
Unloading the application

Ensure that the application is not running.

Procedure 4-9 Unloading the application

- 1 Press <F1> for Load/Unload.
 Meridian IVR displays the pop-up menu shown in Figure 4-15.

Figure 4-15
Load or unload application pop-up menu



- 2 Press <F4> for Unload, or move the cursor to Unload and press <Enter>.

Meridian IVR redisplay the Application Management window without the test application included in the list, indicating that the application is unloaded.

Exiting Application Management

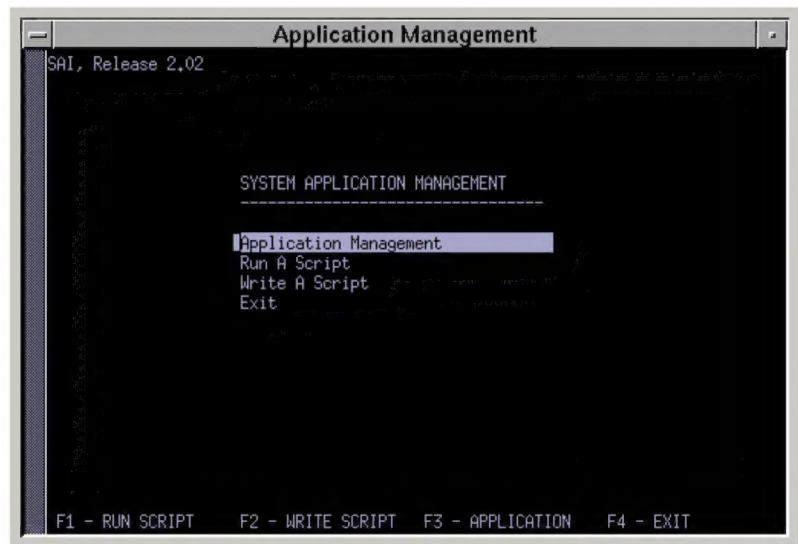
Procedure 4-10

Exit application management

- 1 To exit Application Management, access the Application Management main menu, and select F4 - Exit. The Meridian IVR interface is redisplayed.

Figure 4-16

Application Management menu



Logging Out of Meridian IVR

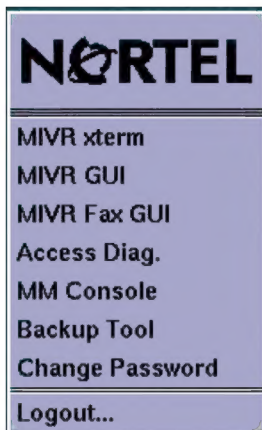
Procedure 4-11

Logging out of Meridian IVR

- 1 Hold down the left mouse button while the cursor is in the root window. The following window appears as shown in Figure 4-17.

Figure 4-17

Meridian IVR menu—left mouse button



- 2 Select Logout.
A pop-up window appears asking you to confirm that it is okay to log out.
- 3 Click on the OK option to log out.
You are now logged out of the system.